

# 17<sup>th</sup> Annual Mohave County Court and Probation Conference

1912-2012:

Celebrating 100 Years of Statehood and Judicial Excellence

## REGISTRATION AND CONFERENCE INFORMATION

DATE: Wednesday and Thursday, February 1 & 2, 2012

PLENARY SESSION: February 1, 2012, 8:30 a.m. to 11:30 a.m. at the Mohave County Board of Supervisors Auditorium. The plenary session includes Judicial Employee Recognition Award Ceremony, State-of-the-Courts Address by Presiding Judge Gurtler, and Plenary Speaker, the Honorable Frank X. Gordon, former Chief Justice of the Arizona Supreme Court.

### LOCATION OF CLASSES:

- Mohave County Administration building, 700 West Beale Street, Kingman
  - Board of Supervisors Auditorium (BOS), inside main entrance
  - Saguaro Room, outside entrance next to Community Development
  - Senita Room, 2<sup>nd</sup> floor at the end of the hall next to Human Resources
- Mohave County Sheriff's Office (MCSO), 600 West Beale Street, Kingman
  - Training Room, to the right inside the entrance

### REGISTRATION FEES:

- There will be a fee of **\$10.00** for employees of the Mohave County Court System and **\$15.00** for participants not employed by the Court System. This is a flat fee regardless of the number of classes or days attended. Mohave County departments will be billed for registered participants through an Interdepartmental Transfer (IDT). Non-Mohave County employees and outside agencies will be invoiced for registration fees.

### REGISTRATION DEADLINE:

- Registration begins January 4, 2012 and closes at 5:00pm January 13, 2012.
- If assistance is needed, contact your training coordinator or Cheryn Brewer in Superior Court Human Resources at 928-718-4928 (or ext. 4928).
- Once registered, changes will only be accepted until January 13, 2012.

### CONFIRMATIONS:

- After submitting your online registration, a confirmation page will indicate that you have registered successfully and will include a list of the classes you registered for. Please print this out as your confirmation and class schedule. If you do not receive this confirmation page, please go back and be sure you have answered all required fields.

### CANCELLATION/SUBSTITUTIONS:

- Cancellations cannot be accepted after January 13, 2012, and court divisions will be billed for participation based on registration as of January 13, 2012. However, if a class must be cancelled due to lack of participation, you will be notified and allowed to choose another class held during the same time frame.

### BADGES:

- Participants are asked to wear their court issued ID badge during the conference to help with networking and identification between departments.

### QUESTIONS:

- Please contact Cheryn Brewer or Linda Yarbrough in Superior Court Human Resources at 928-718-4928 with any registration or conference related questions.

### BREAKS AND REFRESHMENTS:

- Lunch will **not** be provided.
- A variety of snacks will be available free of charge on the **second floor mezzanine** at the County Administration building. (Note: food is not permitted in the meeting rooms of the Mohave County Administration building.)
- A 15 minute break is scheduled for every 1.5 hours of class time.

### ACCOMMODATIONS:

- If you need accommodation for a disability, such as wheelchair access, please contact your training coordinator or Cheryn Brewer at 928-718-4928.

### TARGET AUDIENCE:

- All classes are open for anyone who wants to attend but some will be of interest to a particular audience.

### EMPLOYEE SURVEY:

- When you arrive for the plenary session you will be given an employee survey to complete and turn in before the end of the two-day conference. Surveys will be collected at the end of the plenary session and will also be available for completion and collection at each class.


## **CLASS DESCRIPTIONS**

### **PLENARY – 100 YEARS OF STATEHOOD AND JUDICIAL EXCELLENCE**

Instructor: Hon. Frank X. Gordon, former Arizona Supreme Court Chief Justice and Mohave County Superior Court Judge

Target Audience: All Court & Probation Employees

The Honorable Frank X. Gordon was raised in Kingman, graduated from Stanford University and earned his law degree with honors from University of Arizona School of Law in 1954. He served as city attorney for Kingman and practiced law with his father until 1962 when he was appointed, at the age of 33, to the Superior Court bench in Mohave County. In 1975 he was appointed to the Arizona Supreme Court where he served for 17 years, including five years as Chief Justice. As we celebrate the centennial of Arizona statehood, Justice Gordon will speak to us about the early judicial system in Mohave County as well as the early days of COJET and how it started. This session promises to be fun and informative and will also include some time for questions and answers. *The plenary session will provide 2 hours of COJET credit*




### **A DAY IN THE LIFE OF A PIO (Public Information Officer)**

Instructor: Jennifer Liewer, Chief Communication Officer, Arizona Supreme Court

Target Audience: All Court & Probation Employees

In this class the Chief Communication Officer of the Judicial Branch will provide an overview showing how the media operates, the branch's philosophy about how to incorporate and engage the media, how you should respond if approached by the media, social media in the courts, and crisis communication plans for the courts. *1.5 hours of COJET credit*




### **ADVENTURE THROUGH THE CRIMINAL JUSTICE SYSTEM**

Instructor: Matt Smith, Mohave County Attorney

Target Audience: All Court & Probation Employees

Many of us understand a portion of the criminal justice process as it relates to our particular jobs, but the overall picture can remain a little blurry. This class will include discussion of how a case progresses through the Criminal Justice System, from charging of a case to various court hearings, with an emphasis on trials and trial practice. Attend this class and get the "big picture." *3 hours of COJET credit*




## **CULTURAL COMPETENCY**

Instructor: D'Arcy Downs-Vollbracht, Attorney

Target Audience: All Court & Probation Employees

Cultural Competence is the ability to interact effectively with people of different cultures. Diversity and cultural competence are crucial in providing equal access to the justice system. This class will help participants understand their own cultural world view and attitudes toward cultural differences, as well as provide the tools to communicate and effectively interact with people across cultures. *3 hours of COJET credit including Ethics.*




## **“DEALING” EFFECTIVELY WITH ETHICS IN THE COURT**

Instructor: Julie Binter, AOC, Education Specialist

Target Audience: All Court & Probation Employees

How can playing a card game help you better understand ethics in the court? Don't miss this opportunity to play your hand at answering that question as you get to know yourself and your colleagues better. *1.5 hours of COJET credit including Ethics*




## **DEFENSIVE DRIVING CLASSROOM CERTIFICATION**

Instructor: Steve Harris, Safety Coordinator, Mohave County Risk Management

Target Audience: All Court & Probation Employees

This class meets the Mohave County Defensive Driving re-certification requirement for which Mohave County judicial employees must renew every two years. The defensive driving course offers an excellent opportunity to learn the basics of safer driving, discover potentially dangerous habits, and review collision prevention techniques. Please note: This is for the classroom portion only and will **not** include a road test. *4 hours of COJET credit*



## **ESSENTIAL WORKPLACE PRACTICES: MAINTAINING SANITY AND BALANCE IN A STRESSFUL ENVIRONMENT**

Instructor: Hon. Rick Williams, Superior Court Judge

Target Audience: All Court & Probation Employees

We all deal with stress and a little insanity now and then. Judge Williams' class will help us gain a proper perspective on an array of things that can bring stress into our lives and cause us to question our sanity or the sanity of others. Expect some lively interaction as Judge Williams discusses various topics such as how to manage stress in the workplace, dealing with difficult people, conflict and problem solving, job burnout, effective communication, team building and leadership skills. *3 hours of COJET credit including Ethics*

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### **FISH! CATCH THE ENERGY – RELEASE THE POTENTIAL**

Instructors: Gene Hepler, Manager, Office of Management and Budget, Mohave County  
Ken Cunningham, Human Resources Analyst, Mohave County

Target Audience: All Court & Probation Employees

FISH “Pike Fish Market” is a way of life. It is a set of simple, interconnected principles that everyone can tailor to their own way of life and work. No one else can live these principles for you. When you choose to make these principles a part of your life, no matter what is going on around you or where you are in your life’s journey, you will notice a positive difference in your relationships and within yourself. Catch the fish. Join us as you explore an actual fish market in Seattle where teamwork, customer service, and fun are all in a day’s work!

*1.5 hours of COJET credit*

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### **HAVE A NICE CONFLICT – TIPS FOR HANDLING DIFFICULT CONVERSATIONS**

Instructor: Barbara Beatty, Supervisor, Superior Court Mediation Center

Target Audience: All Court & Probation Employees

Whether we are Judges, office staff, probation officers or road crews, most of us realize there is no perfect communication. What is harder to understand is why people don’t understand what we mean in the emails we write, the texts we send, or the words we speak. After all, *we know* what we said! Or do we? This class will discuss and demonstrate some basic theories about communication and how we can use them to better communicate. The class will also discuss tips for improving difficult conversations we all have from time to time with our bosses, our staff, our peers, and our families. Expect a fun, interactive session with demonstrations, audience participation and exercises. Everyone should walk away with at least one, if not several, new tips for improving communication at work as well as at home.

*1.5 hours of COJET credit*

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### **HEARTSAVER CPR AND A.E.D.**

Instructor: Bob Lawless, Court Security Manager

Target Audience: All Court & Probation Employees \*\*Class is limited to 6 students\*\*

Students are provided with the knowledge and skills to recognize and provide basic care for breathing and cardiac emergencies including how to use an automated external defibrillator. Students will view video instructions and then perform practical skills with CPR mannequins.

*Provides Certification for 2 years. 4 hours of COJET credit*


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## **MAKING EMOTIONAL INTELLIGENCE WORK FOR YOU AT WORK**

Instructors: Julie Binter, AOC, Education Specialist

Target Audience: All Court & Probation Employees

Emotional Intelligence (EQ) has been a “buzz” phrase for the last several years, but many people still aren’t sure what it actually means. What exactly is emotional intelligence? How does EQ impact your success at work and in life? How can you increase emotional intelligence? If you are interested in answering these questions and learning more about how emotional intelligence can help you work more effectively in the court system, don’t miss this session. *3 hours of COJET credit*




## **MEDIA INTERVIEWING TECHNIQUES**

Instructor: Jennifer Liewer, Chief Communication Officer, Arizona Supreme Court

Target Audience: Judicial Officers and Division Heads

Learn the good, the bad, and the ugly of doing media interviews. Mock interviews will take place and participants will learn to manage and provide information to the press in television, radio and print interviews. *1.5 hours of COJET credit*



## **MULTIPLE GENERATIONS IN THE WORKPLACE**

Instructor: Gabriel Goltz, AOC Education Services, Program Manager

Target Audience: All Court & Probation Employees

For the first time, we are spending our days in an environment with four generations working alongside each other. This span of ages – and influences, experiences, and resulting tendencies – is not only a source of potential conflicts, but also an opportunity for rich collaboration. This session will explore not only the generational differences we experience on a daily basis, but also how we can capitalize on these differences.

*3 hours of COJET credit including Ethics*



## **PROVIDING CUSTOMER SERVICE WITH FAIRNESS**

Instructors: Della Hiser, Supervisor, Clerk of Court & Janice Gardam, Judicial Assistant

Target Audience: All Court & Probation Employees

The number of self represented (pro se) litigants is on the rise, and in this class we will explore ways of providing access to the Courts for those clients who aren’t represented by legal counsel. Discussions will include ways of providing procedural information without giving legal advice, and referrals to sources of legal information.

*1.5 hours of COJET credit including Ethics*

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## **STRATEGIES FOR IMPROVING EMPLOYEE ENGAGEMENT**

Instructors: Linda Yarbrough & Cheryn Brewer, Superior Court Human Resources

Target Audience: Front Line Supervisors, Court Managers, and non-supervisory employees with approval from their supervisor.

According to the National Center for State Courts, “Committed and loyal employees have a direct impact on a court’s performance.” In this highly interactive class, participants will explore how the “12 Elements of Great Managing” from Gallup’s employee engagement model can be used in maintaining a positive work environment. Participants will examine employee feedback from the 2011 Mohave County Courts CourTools Employee Satisfaction Survey and through group activities will brainstorm various strategies and best practices for developing and retaining high performing employees. *3 hours of COJET credit*

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## **WHAT HOLLYWOOD CAN TEACH US ABOUT ETHICS: THE TRUTH**

Instructor: Gabriel Goltz, AOC Education Services, Program Manager

Target Audience: All Court & Probation Employees

The Arizona Judicial Branch has codes of conduct, a Judicial Ethics Advisory Committee, ethics advisory opinions, and annual ethics training requirements. And yet, most of us never stop to ask from where do ethics come, let alone how ethics impact our daily work lives. This fun and interactive session will answer these questions and more, including providing the audience an opportunity to vote on some of the ethical dilemmas depicted in the movies. Come prepared to laugh and to think hard about the ways we face ethical challenges on the job (and the ways Hollywood depicts these challenges). *3 hours of COJET credit including Ethics*

## WE NEED YOUR HELP!

These classes were selected and designed by your local COJET committee. If you have suggestions on classes or instructors for next year's conference, please contact your training coordinator or a COJET committee member. We also encourage you to complete the survey after the conference. We cannot plan a great conference without your input. Thank you!

### TRAINING COORDINATORS

Barbara Brown, North Canyon Consolidated Court

Sheila Engels, Bullhead City Justice Court

Lori Linn, Superior Court

Debbie Mallotto, Bullhead City Municipal Court

Barbara Potter, Kingman/Cerbat Justice Court

Mim Quesenberry, Clerk of Superior Court

Tina Sweeney, Lake Havasu City Consolidated Court

Ruthie Teigen, Kingman Municipal Court

Dianna Waller, Mohave County Probation

### COJET COMMITTEE MEMBERS

Cheryn Brewer, Chairperson, Superior Court

Janice Gardam, Superior Court

Alan Palomino, Probation

Wendy Perkins, Superior Court

Valerie Winters, Limited Jurisdiction Courts

Linda Yarbrough, Superior Court